From:	Rellen Hayes
To:	Tucker-Potter, Stacy
Cc:	Hughes, Ernie; Monise Brabham
Subject:	RE: Directory Project - Marketing Plan
Date:	Wednesday, September 11, 2019 3:10:00 PM

Hi Stacy,

We will hold any further outreach until after we talk on Friday.

Best,

Rellen

Rellen Hayes
Publishing Concepts | Project Manager
Proud PCI Associate since 2014

T: 972.728.3687
E: rhayes@publishingconcepts.com
www.publishingconcepts.com

Back-to-Back Winner! For two years in a row PCI has been named the "#1 Best Place to Work" in the state of Texas (The Texas Association of Business and the publishers of *Texas Monthly*) and in Dallas-Fort Worth (*Dallas Morning News*). Research shows that a highly engaged workforce drives higher overall client satisfaction.

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From: Tucker-Potter, Stacy <stuckerpotter@truman.edu>
Sent: Wednesday, September 11, 2019 11:54 AM
To: Rellen Hayes <rhayes@publishingconcepts.com>
Cc: Hughes, Ernie <ehughes@truman.edu>; Monise Brabham <RBrabham@publishingconcepts.com>
Subject: RE: Directory Project - Marketing Plan

We do not want additional emails or postcards being sent until we have our call on Friday to address the call center approach.

Stacy Tucker-Potter ('02)
Director of Engagement
(660) 785-7432

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From: Rellen Hayes [mailto:rhayes@publishingconcepts.com]
Sent: Wednesday, September 11, 2019 10:13 AM
To: Tucker-Potter, Stacy
Cc: Hughes, Ernie; Monise Brabham
Subject: Directory Project - Marketing Plan

Morning Stacy,

For your reference, attached is the marketing outreach plan with approximate dates for sending postcards and emails. We were planning to move Email 2 up to this week, if possible, because alumni are responding well. So far, we've spoken with 1,842 alumni. The reason I say approximate dates is because we need some flexibility to control the number of emails going out based on our call center capacity and the response rate so alumni aren't sitting on hold when they call in. I've also included a key stats report for your project.

P.S. I will ask our Data Team to pull the Opt Out numbers for you.

Best,

Rellen

Rellen Hayes
Publishing Concepts | Project Manager
Proud PCI Associate since 2014

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